

This Computes!



Department of Health Services Children's Medical Services Network (CMS Net) - Information Bulletin #108

Delta Dental SAR Issues

There has been a sporadic problem with the transmission of SAR files to Delta Dental. This has resulted in providers receiving denials with a code of 390 indicating that the service was not authorized by CCS. We have identified the cause of the problem and are in the process of correcting it. Part of the corrective action will be to resubmit all missing SAR records to Delta Dental. This correction should be completed by this Wednesday April 6th, 2005. Should you be contacted by a dental provider indicating that they need a new SAR because Delta Dental has no record of the one that was issued, you can explain that there was a file transfer problem that is being corrected and that the provider can either send in a Claim Inquire form or re-bill the claim with the original SAR number.

There is a secondary problem that Delta Dental is in the process of correcting that complicates this issue. Currently the Delta Dental help desk staff cannot view SAR's until a TAR has been approved by Delta, this prevents them from being able to verify the presence of a SAR for services when no TAR has been issued or for SAR's that do not require a TAR. They are in the process of correcting the problem and should have it fixed by the end of the month. Delta has advised the Help Desk staff to inform providers of this problem